

Introduction to SWIFT – Basic Help Features

Quick Start Guide

September 1, 2019

Starting in December 2019, there will be changes to SWIFT. While the updated version will have a new look and feel, this upgrade will not affect how most processes are completed.

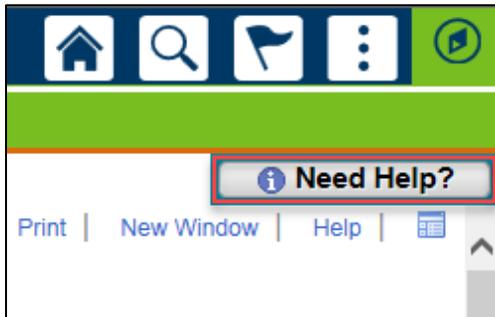
Note: There may be some changes to this information, since SWIFT Limited Upgrade testing is still in progress. **Questions?** Contact the SWIFT Help Desk: SWIFT.project@state.mn.us.

If you have trouble with this new version of SWIFT, this guide will show you how to use the basic help features, including the Quick Reference Guides, the SWIFT Help Desk, and the Common Utilities.

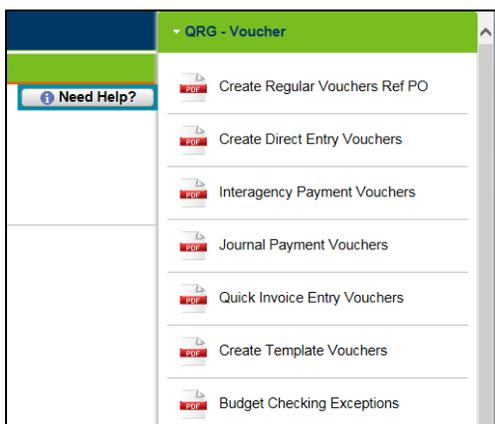
- Step 1: Find the Quick Reference Guides.
- Step 2: Access the Common Utilities.
- Step 3: Contact the SWIFT Help Desk.

Step 1: Find the Quick Reference Guides.

1. If you need help while working on a page in SWIFT, press the **Need Help?** button, which you'll find right below the NavBar. The *Quick Reference Guide (QRG)* list will open by default.

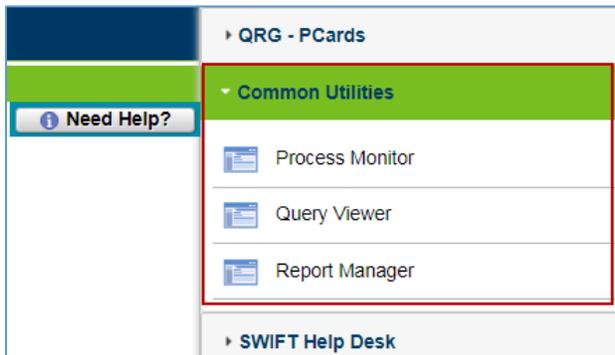


2. The *QRG* list provides links to QRGs that are relevant to the module you're working in currently. Select a guide to open it in a new browser tab.



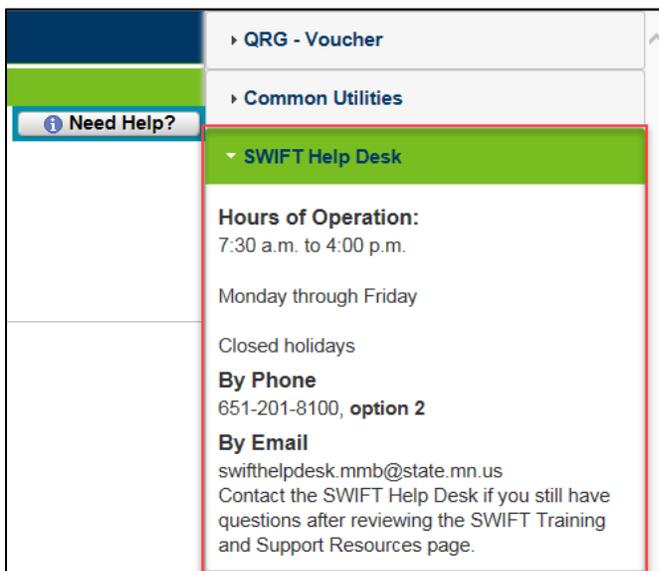
Step 2: Access Common Utilities.

1. After pressing the **Need Help?** button, scroll down to find the *Common Utilities* list.
2. Select *Common Utilities* to open links to reporting tools, including Process Monitor, Query Viewer, Query Manager, and Report Manager.
3. Select any of the reporting tools to open it in a new tab.



Step 3: Contact the SWIFT Help Desk.

1. After pressing the **Need Help?** button, scroll down to find *SWIFT Help Desk*.
2. Select *SWIFT Help Desk* to open contact information for the SWIFT Help Desk.



3. You may contact the SWIFT Help Desk, Monday through Friday, anytime between 7:30 a.m. and 4:00 p.m.